

Ekaterine Kvirikashvili

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Email: ekaterine_kvirkashvili@yahoo.com

Date of Birth: 13th May 1975

Nationality: Georgian

Passport: Georgia

Marital Status: Married

Language Skills: Fluent English, Fluent Russian, Native Georgian

Health: Great health; Non-Smoker; No tattoos

Skype ID: Ekaterine Kvirikashvili

Availability: 1month



Profile

Professional Executive Housekeeper with strong organizational and multi-tasking skills as well as superior time and resource management capabilities. Dedication to completing tasks on time and surpassing expectations. Able to excel in fast-paced high-pressure environments a proactive, focused and committed professional, with extensive expertise gained within the leisure/hospitality sector. An accomplished time manager, introducing and integrating innovative strategies, is streamlining resources to maximise performance and quality standards to ensure the on-going provision of the highest standards of customer care. A well-present, confident and articulate communicator and negotiator at all levels, who commands respect and credibility through the projection of a professional image.

Key Skills

- Operational Management:
- Maintaining excellence in customer care.
- Ensuring compliance with Health & Safety and Health & Hygiene legislation.
- Stock management, rotation, replenishment and stocktaking.
- Identifying and selecting suppliers/wholesalers ensuring cost-effectiveness.
- Financial Management:
- Interviewing, assessing and recruiting suitable applicants across disciplines.
- *Thorough knowledge of methods of cleaning rooms and public area*
- *Knowledge of Laundry operational procedure.*
- *Exceptional levels of open and transparent communication.*
- *Brilliant team-building skills.*
- *Very high on result-orientation.*
- *Open to learn and high on personal energy and enthusiasm.*
- *Comprehensive knowledge of Housekeeping Operational Procedures.*
- *Effective decision making skills.*
- *Strong problem-solving skills.*
- *Financial management skills e.g. ability to understand P&L statements, manage operating budgets,*
- *Forecasting and scheduling.*
- *Strong customer and staff handling skills.*
- *Knowledge of overall hotel operations as they affect department.*
- *Ability to effectively manage team productivity.*
- *Effective change management skills.*
- *Knowledge of purchasing, inventory controls, supplies and equipment.*
- *Knowledge of governmental regulations and safety standards.*
- *Eye For detail.*

Career History

Housekeeping & Laundry Manager

The Standard Huruvahli Maldives 

www.thestandard.com

2020 January to present

Reporting direct to Hotel General Manager

A 5-star 121-bedrooms hotel in the heart of Maldives.

Part of the Resorts mostly were occupied by leisure and corporate clients.

Responsibilities:

Leading a team of 52 within a 5 Star Resort from locals.

Giving the best of my knowledge in Housekeeping & Laundry service, customer service staff Supervision, the operative function of an organization, where years of experience will add value to the operation.

Lead the pre-opening team for housekeeping and related departments for their five projects

Recruited and trained the housekeeping staff

Setting up of in house guest laundry facilities and process

Preparation and finalizing of Capex and Opex budgets for the current operating hotel and future projects

Achievements:

- Constant up-gradation of system and process to achieve a higher level of cleanliness and hygiene standards in the resort.
- Significantly brought down the operative cost of Housekeeping department by constant up-gradation of product and suppliers
- 100% staff retention in the resort in Housekeeping
- Excellent reviews from guests staying in The Standard hotels for upkeep and maintenance and Housekeeping services
- Created new uniforms for all staff of hotel
- Planned, organised and managed full villas renovation and refurbishment.
- Managing 50+ staff
- I lead successfully grounds keeping and gardeners team

Executive Housekeeper at pre-opening:

September 2016- November 2019:

Crown and Champa Resorts & SPA Maldives:



<http://www.crownandchamparesorts.com/>

Reporting direct to Hotel General Manager

A 4-star 74-bedrooms hotel in the heart of Maldives,

Male, Rahdhebai Magu, 20145, Republic of Maldives.

Part of the hotel mostly was occupied by leisure and corporate clients.

Responsibilities:

Leading a team of 20 within a 4 Star hotel from a local.

Giving the best of my knowledge in Housekeeping & Laundry service, customer service staff Supervision, the operative function of an organization, where years of experience will add value to the operation.

Lead the pre-opening team for housekeeping and related departments for their five projects

Recruited and trained the housekeeping staff

Setting up of in house guest laundry facilities and process

Preparation and finalizing of Capex and Opex budgets for the current operating hotel and future projects

Achievements:

- Successfully opened and developed the flagship property of Crown & Champa Resorts & SPA
- Constant up-gradation of system and process to achieve a higher level of cleanliness and hygiene standards in the hotel
- Significantly brought down the operative cost of Housekeeping department by constant up-gradation of product and suppliers
- 100% staff retention in the hotel in Housekeeping
- Excellent reviews from guests staying in CCR hotels for upkeep and maintenance and Housekeeping services
- Created new uniforms for all staff of hotel
- Devised Fire Plan, for the hotel and fixed it at all specified locations.
- Planned, organised and managed bedroom renovation and refurbishment.
- Managing 20+ staff

Housekeeping Manager at re-branding.

Park Inn by Radisson: Carlson Rezidor group, Dubai.



December 2015 – July 2016

www.parkinnbyradisson.com

Reporting direct to Hotel General Manager

Responsibilities:

- Opening the re-branding hotel, involved with recruiting and creating of the SOPs.
- Reviewed and understood the need of the department and successfully transformed a set of inexperienced and untrained staff into a highly motivated and responsible team
- Imparted training on workflow and procedures
- Ensuring control over requisitions and minimum order levels
- Planning and conducting regular inventories
- Identifying training needs focused on skills & knowledge

Achievements:

- Met this challenge head on, undertaking all re-branding functions including pre-ordering supplies, organising dummy runs
- Implemented Room Cleaning Service.
- Provided affectively guest laundry service and room linen.
- Managing 25staff

Cluster Floor Senior Supervisor 601 Rooms



Radisson Blu Yes Island

December 2013-December 2015

www.radissonbluabudhabi

- **Responsibilities:**
- Organize, Supervise and coordinate the work of Housekeeping staffs on day to day basis.
- Delegate assignments and supervise all staff, House Attendants, Room attendants, lobby Attendants, turndown Attendants and Office coordinators.
Maintaining daily diary and assisting in generating financial reports for budget and forecasting.
Supervise and conduct daily detailed inspection of guest rooms, public areas, Back of the House and outside of the hotel.
- Ensures compliance with the hotel's Standards of Excellence, health/sanitation standards and regulations.
Deciding and implementing special project works like deep cleaning of the rooms, Marble crystallization of lobby and high level area

cleaning. Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel. Monitor and perform inventories weekly / monthly. Ensure enough guest supply, linen supply. Refer and follow maintenance/equipment issues with Engineering. Work closely with the House call Engineer for simple and quick repairs. Preparing time sheets and over times reports of the staffs and conduct performance reviews and progressive discipline.

Floor Senior Supervisor

The St. Regis Abu Dhabi



June 2012 - June 2013

www.stregisabudhabi.com

- **Responsibilities:**

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Delegate assignments and supervise all staff, House Attendants, Room Attendants, lobby Attendants, turndown Attendants and Office coordinators. Maintaining daily diary and assisting in generating financial reports for budget and forecasting.

Supervise and conduct daily detailed inspection of guest rooms, public areas, Back of the House and outside of the hotel. Ensures compliance with the hotel's Standards of Excellence, health/sanitation standards and regulations.

Deciding and implementing special project works like deep cleaning of the rooms, Marble crystallization of lobby and high level area cleaning.

Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.

Monitor and perform inventories weekly / monthly. Ensure enough guest supply, linen supply.

Refer and follow maintenance/equipment issues with Engineering. Work closely with the House call Engineer for simple and quick repairs. Preparing time sheets and over times reports of the staffs and conduct performance reviews and progressive discipline.

The Ascott Limited

Room Attendant

January 2009 - June 2012

Tbilisi (Georgia)



- Pre-opening staff (66 Guests rooms, Enters and prepares the room for cleaning.
- Make bed.
- Dusts the room and furniture.
- Replenishes guestroom and bath supplies.
- Cleans the bathroom.
- Cleans the closet.
- Vacuums and racks the carpet.
- Checks and secures the rooms.
- Replenish amenities according to the operational standards.
- Deliver and retrieve items on loan to guests e.g.
- iron and ironing boards Ensure security of guest rooms and privacy of guests
- Perform rotation cleaning duties (e.g.
- steam clean carpets, spring cleaning, super cleaning etc.) as required Cleans guest bathroom/bed room/floor corridor.
- Responsible for replenishment of guest complimentary water.
- Responsible for the cleanliness and maintenance of his work area.
- Responsible for the Hotel property in the work area.
- Attends to guest calls, guest requests /guest complaints in the area assigned to him.
- Authorise to enter in guestrooms for cleaning and providing turndown services as per requirement.
- Responsible for following the standard operating procedures.
- Responsible for achieving and exceeding the guest satisfaction score.

Professional Development

- Welcome Front Office
- Welcome Host
- Outlook
- First Aid
- Health & Safety
- Basic Food Hygiene

Micros-Opera
Micros-Fusion
Micros-Excel

Education

1981-1992: Tbilisi secondary school #8, Georgia, Tbilisi

1992 – 1994 Diploma in Textile engineering from Professional textile engineering college in Tbilisi, Georgia
First Class Degree in Textile Engineering.

1999-2003 Diploma in Humanitarian and Economical affairs Institute named after Mr J. Shartava in Tbilisi, Georgia

Leisure Activities

Swimming, personal fitness (gym member), dining out with my family, computers, travel, backing, cooking, watch new films or read the interesting books.

References:
Akila Desivaozen-maadhoo.com
aadhoo.com